BIBLIOGRAPHY / REFERENCES

1. Abu Salam, Zafar Gilani, Salman UlHaq, (2015), “Deploying and Managing a Cloud Infrastructure”, Wiley, ISBN 978-81-265-5466-9
2. Ahmed Patel QaisQassim Christopher Wills, (2010),"A survey of intrusion detection and prevention systems", Information Management & Computer Security, Vol. 18 Iss 4 pp. 277 – 290, ISSN: 0968-5227
3. Alex Leon, (2008), “ERP Demystified” Second Edition, Tata McGraw-Hill, ISBN 978-0-07-065664-2
4. Ana Pajic, OgnjenPantelic, BogdanaStanojevic, (2014), Representing IT performance Management as Metamodel, International Journal of Computers, Communications and Control”, Vol. 9, Iss 6, pp 758-767, ISSN 1841-9836
5. Anita Sengar, (2012), “IT Infrastructure Managent”, Fourth Edition, Katson Books, ISBN 978-93-80027-40-1
6. AntoniosAndreatos, (2007), “Virtual Communities and their Importance for Informal Learning”, International Journal of Computers, Communications & Control, (2007), Vol. 2, Iss 1 pp. 39-47, ISSN 1841-9836
7. Arthur Tatnall, (2015), "Computer education and societal change: History of early courses in computing in universities and schools in Victoria", Information Technology & People, Vol. 28 Iss: 4, pp.742 – 757, ISSN: 0959-3845
8. BogdanPatruț, CosminTomozei, (2010), “Agent Technology in Monitoring Systems”, International Journal of Computers, Communications and Control”, Vol. 5, Iss 5, pp 852-861, ISSN 1841-9836
9. David Hwang Hokey Min , (2015),"Identifying the drivers of enterprise resource planning and assessing its impacts on supply chain performances", Industrial Management & Data Systems, Vol. 115 Iss 3 pp. 541 – 569, ISSN: 0263-5577
10. David J. Closs Thomas J. Goldsby Steven R. Clinton, (1997),"Information technology influences on world class logistics capability", International Journal of

Physical Distribution & Logistics Management, Vol. 27 Iss 1 pp. 4 – 17, ISSN: 0960-0035.

11. DimitriosBuhalis Hilary Main, (1998),"Information technology in peripheral small and medium hospitality enterprises: strategic analysis and critical factors", International Journal of Contemporary Hospitality Management, Vol. 10 Iss 5 pp. 198 202, ISSN: 0959-6119
12. Efraim Turban, Dorothy Leidner, Ephraim McClean, James Wetherbe, (2011), "Information Technology for Management", Sixth Edition, Wiley, ISBN 978-81-265-1441-0
13. Faisal Aburub , (2015),"Impact of ERP systems usage on organizational agility", Information Technology & People, Vol. 28 Iss 3 pp. 570 – 588, ISSN: 0959-3845
14. Ganesh D. Bhatt, (2001),"Knowledge management in organizations: examining the interaction between technologies, techniques, and people", Journal of Knowledge Management, Vol. 5 Iss 1 pp. 68 – 75, ISSN: 1367-3270
15. Gaston Lefranc, (2008), "Colony of Robots: New Challenge", International Journal of Computers, Communications and Control, Vol. III, Iss Proceedings of ICCCC 2008, pp 92-107, ISSN 1841-9836
16. Henry C. Lucas, Jr, (2010), "Information Technology for Management", Seventh Edition, Tata McGraw-Hill, ISBN 978-0-07-047242-6
17. Jau-Rong Chen, (2009),"An exploratory study of alignment ERP implementation and organizational development activities in a newly established firm", Journal of Enterprise Information Management, Vol. 22 Iss 3 pp. 298 – 316, ISSN: 1741-0398
18. JanuszGrabara, Michal Kolcun, Sebastian Kot, (2014), "The Role of Information Systems in Transport Logistics", International Journal of Education and Research, Vol. 2 Iss 2, pp. 1-8. ISSN: 2201-6333
19. Javed Omar & Mubarak Shah (2010). Automated multi-camera surveillance, Springer Publications, ISBN 9781441946263
20. John F. Affisco Khalid S. Soliman, (2006),"E-government: a strategic operations management framework for service delivery", Business Process Management Journal, Vol. 12 Iss 1 pp. 13 – 21, ISSN: 1463-7154

21. JungwooSuh So Young Sohn , (2015),"Analyzing technological convergence trends in a businessecosystem", Industrial Management & Data Systems, Vol. 115 Iss 4 pp. 718 – 739, ISSN: 0263-5577
22. KallayaJairakPrasongPraneetpolgrang , (2013),"Applying IT governance balanced scorecard and importance-performance analysis for providing IT governance strategy in university", Information Management & Computer Security, Vol. 21 Iss 4 pp. 228 – 249, ISSN: 0968-5227
23. Kenneth C. Laudon, Jane P. Laudon, (2008), "Management Information Systems", Pearson-Prentice Hall, ISBN 978-81-317-1431-7
24. Mary Beth Watson-Manheim Katherine M. Chudoba Kevin Crowston, (2002),"Discontinuities and continuities: a new way to understand virtual work", Information Technology & People, Vol. 15 Iss 3 pp. 191 – 209, ISSN: 0959-3845
25. Naim Ahmad AbidHaleem Asif Ali Syed , (2014),"Study of reasons for enterprise systems adoption among Indian organizations", Journal of Enterprise Information Management, Vol. 27 Iss 6 pp. 696 – 718, ISSN: 1741-0398
26. Nelson OlyNdubisi Celine Marie Capel Gibson C Ndubisi, (2015),"Innovation strategy and performance of international technology services ventures", Journal of Service Management, Vol. 26 Iss 4 pp. 548 – 56, ISSN 1757-5818
27. Norshidah Mohamed Jasber Kaur a/p Gian Singh, (2012),"A conceptual framework for information technology governance effectiveness in private organizations", Information Management & Computer Security, Vol. 20 Iss 2 pp. 88 – 106, ISSN: 0968-5227
28. 'Brien, J (1999),"Management Information Systems – Managing Information Technology in the Internetworked Enterprise",. Boston: Irwin McGraw-Hill,ISBN 0-07-112373-3
29. Phalguni Gupta, Surya Prakash, UmaraniJayaraman, (2012), "IT Infrastructure and its Management", McGraw Hill, ISBN 978-0-07-068184-2
30. P. Mohan (2013), "Computer Applications in Business", Himalay Publishing House, ISBN 978-93-5097-330-1

31. Per Kristensson Jonas MatthingNiklas Johansson, (2008),"Key strategies for the successful involvement of customers in the co-creation of new technology-based services", International Journal of Service Industry Management, Vol. 19 Iss 4 pp. 474 - 491 ISSN: 0956-4233
32. PratyushBharati, Daniel Berg, (2003) "Managing information systems for service quality: a study from the other side", Information Technology & People, Vol. 16 Iss: 2, pp.183 – 202, ISSN 0959-3845
33. Princely Ifinedo, (2007),"An empirical study of ERP success evaluations by business and IT managers", Information Management & Computer Security, Vol. 15 Iss 4 pp. 270 – 282, ISSN: 0968-5227
34. Ramón Alberto Manso Rodríguez Manuel Osvaldo Machado Rivero , (2016),"Information skills training through mobile devices", The Electronic Library, Vol. 34 Iss 1 pp. 116 – 131, ISSN: 0264-0473
35. Rich Schiesser, (2013), “IT Systems Management”, PHI, ISBN 978-81-203-2238-7
36. SairaKharuddin Soon-YauFoongRosmilaSenik , (2015),"Effects of decision rationality on ERP adoption extensiveness and organizational performance", Journal of Enterprise Information Management, Vol. 28 Iss 5 pp. 658 – 679, ISSN: 1741-0398
37. Shaio Yan Huang Shi-Ming Huang Tung-Hsien Wu Wen-kai Lin, (2009),"Process efficiency of the enterprise resource planning adoption", Industrial Management & Data Systems, Vol. 109 Iss 8 pp. 1085 – 1100, ISSN: 0263-5577
38. Stanley Stough Sean Eom James Buckenmyer, (2000),"Virtual teaming: a strategy for moving your organization into the new millennium", Industrial Management & Data Systems, Vol. 100 Iss 8 pp. 370 – 378, ISSN: 0263-5577
39. SivakumarVenkataraman, SubithaSivakumar, (2015), “Engaging Students in Group Based learning through e-learning techniques in Higher Education System”, International Journal of Emerging Trends in Science and Technology, Vol. 2 Iss 1 pp. 1741-1746, ISSN 2348-9480
40. Shirley Gregor Dennis Hart Nigel Martin, (2007),"Enterprise architectures: enablers of business strategy and IS/IT alignment in government", Information Technology & People, Vol. 20 Iss 2 pp. 96 – 120, ISSN: 0959-3845

41. SurendraKeshari, Narendra Kumar, (2012), " IT Infrastructure and Management", IK International Publishing House, ISBN 978-93-81141-99-1
42. *Trevathan, Vernon L.,(2006), "*A Guide to the Automation Body of Knowledge*" Second Edition, Research Triangle Park, NC, USA,*ISBN 978-1-55617-984-6.
43. Veen, Annelies van der; Jan van Bon (2007). Foundations of ITIL V3. Van Haren Publishing. ISBN 978-90-8753-057-0
44. Yvette Blount, (2011),"Employee management and service provision: a conceptual framework", Information Technology & People, Vol. 24 Iss 2 pp. 134 – 157, ISSN: 0959-3845
45. Zubair H. Shaikh, (2013), "ERP – The Future of Business Automation", Atlantic Publishers, ISBN 978-81-268-1085-1